Service Level Dashboard

	May	June	July
SLAs Reporting	49	49	49
G	96%	96%	98%
Y	2%	2%	0%
R	2%	2%	2%
SLA Coverage	Note	Note	Note

Legend

Red --
Fail to reach target
by > 10 %

Yellow --
Fail to reach target
within 10 %

Green --
Met or exceeded
target

SLA Summary – Performance Credit Eligible

Tower	SLA #	Measure	SLA Target	2010							2011						
				Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.
Cross Functional	1.11	Priority 1-CESC and SWESC Data Center Locations and Mainframe	90% < 4 hrs	Note A	Note A	100%	0%	Note A	100%	100%	100%	100%	Note A	Note A	100%	Note A	100%
	1.12	Priority 1 – Other Locations	85% < 8 hrs	89%	96%	92%	88%	96%	97%	93%	100%	95%	87%	97%	84%	87%	92%
	1.13	Priority 2 – CESC and SWESC Data Center Locations	95% < 8 hrs	100%	100%	100%	100%	100%	100%	50%	100%	100%	100%	100%	100%	85%	100%
	1.14	Priority 2 – Other Locations	95% < 16 hrs	98%	97%	95%	98%	98%	99%	96%	97%	98%	98%	98%	96%	97%	97%
	1.15	Priority 3 – CESC and SWESC Data Center Location	95% < 16 bus hrs	95%	98%	95%	95%	95%	95%	95%	95%	93%	95%	95%	95%	95%	95%
	1.16	Priority 3 – Other Locations	90% < 18 bus hrs	90%	94%	94%	90%	93%	92%	92%	94%	93%	92%	92%	91%	90%	90%
	1.17	Initial Findings of Root Cause Analysis Reporting for all Priority 1 & 2 Incidents	95% < 24	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	1.21	Restore Services – Restore Requests for Production data in CESC / SWESC	95%	98%	99%	98%	98%	97%	100%	98%	100%	100%	99%	100%	96%	100%	100%
	1.22	Restore Services - Restore Requests for Production Data in Remote Sites	95%	100%	100%	100%	95%	100%	100%	50%	100%	100%	100%	100%	100%	100%	97%
	1.31	Asset Tracking – Accuracy of Record in Asset Tracking Database	95%	Note H	Note H	Note H	97%	Note H	Note H	98%	Note H	Note H	97%	Note H	Note H	97%	Note H

Note A: No Instances during the reporting interval

Legend

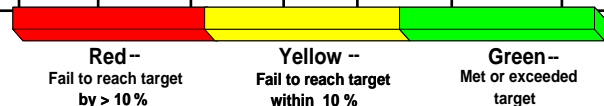**Red --** Fail to reach target by > 10 %

Yellow -- Fail to reach target within 10 %

Green-- Met or exceeded target

SLA Summary – Performance Credit Eligible

Tower	SLA #	Measure	SLA Target	2010							2011						
				Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.
Security	3.11	System Server Administration - Deploy Service / Security Patches / anti virus updates necessary to fix/repair environment vulnerabilities	95%	100%	100%	96%	99%	100%	99%	99%	100%	100%	100%	100%	98%	100%	100%
	3.21	Network Administration – Managed Firewall Management, Implementation of firewall changed related to changing, adding/deleting firewall rules for Managed Firewall Services only	90%	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A
	3.31	Security Intrusion Detection – NIDS / NIPS – Able to receive and respond to alerts from NIDS/NIPS	99.6%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	3.32	Security Intrusion Detection – HIDS / HIPS – Able to receive and respond to alerts from HIDS/HIPS for changes to selected local files	99.6%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	3.33	Security Intrusion Detection (NIDS / NIPS & HIDS / HIPS) Implementation of changes related to changing, adding, and deleting signatures and rules	TBD	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A
	3.41	Installation of Managed Firewall		Note A	Note A	Note A	Note A	Note A	0/5	0/11	Note A	0/15	0/2	0/1	0/2	0/1	0/1

Note A: No Instances during the reporting interval

Legend

Red -- Fail to reach target by > 10 %

Yellow -- Fail to reach target within 10 %

Green -- Met or exceeded target

2

SLA Summary – Performance Credit Eligible

Tower	SLA #	Measure	SLA Target	2010							2011						
				Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.
Help Desk	4.11	Customer Contact Response Time – Average Speed to Answer and Email/Web Form Time to Respond	ASA <=60 sec, Email <= 1 bus hr	48 S / 93%	71 S / 92%	48 S / 92%	50 S / 97%	46 S / 93%	47 S / 93%	77 S / 88%	47 S / 90%	44 S / 93%	52 S / 92%	45 S / 93%	51 S / 93%	53 S / 92%	52 S / 91%
	4.12	Response Time - Password Reset (COV, Encryption using entitlement and EPHD OTP)	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
	4.13	Response Time – Agency Application Password Reset Requests	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	4.14	Response Time – VIP Office Support Response Time	**N/A: Reporting Purposes only	100%	75%	65%	59%	71%	33%	47%	50%	51%	47%	36%	63%	70%	51%
	4.15	Response Time – VIP Office Support – Time to Resolve	**N/A: Reporting Purposes only	100%	100%	87%	80%	100%	82%	85%	80%	69%	83%	95%	80%	69%	64%
	4.21	First Contact Resolution	70%	86%	71%	72%	79%	75%	76%	78%	70%	74%	74%	76%	70%	78%	78%
	4.22	Time to Resolution – Shrink Wrap App Incidents for Assets with Altiris installed	90%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
	4.23	Incident Closure Notice (via e-mail and/or phone)	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	4.31	New End User Account (up to 20 per request) and individual User Account Privilege	90%	93%	92%	79%	92%	92%	93%	93%	92%	91%	90%	91%	90%	92%	91%

Legend

Red -- Fail to reach target by > 10 %

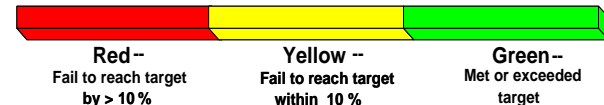Yellow -- Fail to reach target within 10 %

Green-- Met or exceeded target

3

SLA Summary – Performance Credit Eligible

Tower	SLA #	Measure	SLA Target	2010							2011						
				Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.
Desktop	5.11	On-site Dispatch Response Time	70% for 8 hour response 90% for next Business Day response	86% / 98%	83% / 98%	82% / 98%	79% / 97%	83% / 98%	82% / 98%	82% / 97%	80% / 98%	80% / 98%	82% / 98%	84% / 98%	84% / 98%	83% / 98%	83 % / 98%
	5.21	Desktop Service IMAC	90%	96%	96%	95%	96%	93%	92%	94%	94%	96%	93%	95%	94%	92%	94%
	5.31	Software Installation (Patching) – Operating System (Including Service packs and non critical security patches)	90%	Note A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Note A
Messaging	6.11	Messaging Service for Microsoft Exchange	2 hrs	00:15:00 (hh:mm:ss)	00:00:00 (hh:mm:ss)	09:50:05 (hh:mm:ss)	00:00:00 (hh:mm:ss)	00:00:00 (hh:mm:ss)	00:00:00 (hh:mm:ss)	00:00:00 (hh:mm:ss)	00:00:00 (hh:mm:ss)	00:00:00 (hh:mm:ss)	00:00:00 (hh:mm:ss)	00:00:00 (hh:mm:ss)	00:24:00 (hh:mm:ss)	00:00:00 (hh:mm:ss)	00:00:00 (hh:mm:ss)
Mainframe & Server	7.11	Mainframe (OS Class 1, IBM, Unisys) Availability	99.5%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%
	7.12	Production Server Instances	99.5%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.6%	99.8%	99.7%	99.9%	99.9%	99.8%	99.8%	99.9%
	7.13	Critical Server Instances located in Critical Data Centers (CESC and SWESC)	99.9%	100%	99.9%	100%	99.9%	99.9%	100%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%

Note A: No Instances during the reporting interval

Legend

Red -- Fail to reach target by > 10 %

Yellow -- Fail to reach target within 10 %

Green-- Met or exceeded target

4

SLA Summary – Per Event

Tower	SLA #	Measure	SLA Target	2010							2011						
				Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.
Network	8.11	WAN Connectivity – Large	99.95%	0/14	1/15	0/15	0/16	1/21	0/16	1/16	0/16	0/16	0/17	0/17	1/18	0/17	2/17
	8.12	WAN Connectivity – Medium and Critical Small Locations	99.90%	11/231	13/233	13/232	5/232	12/234	15/236	12/235	8/236	8/236	16/237	9/245	10/242	16/243	15/243
	8.13	WAN Connectivity – Small	99.85%	57/818	54/816	59/813	23/813	34/807	44/800	29/795	35/788	41/788	47/778	63/776	74/775	66/768	59/768
	8.14	WAN Connectivity – Managed Router Locations	99.85%	14/352	25/351	17/349	14/349	4/349	17/349	9/349	9/349	12/349	22/349	19/349	21/351	16/351	25/352
	8.21	Router Connectivity – Large Locations	99.95%	0/14	0/15	0/15	0/16	1/21	0/16	0/16	0/16	0/16	0/17	0/17	0/18	0/17	0/17
	8.22	Router Connectivity – Medium Locations	99.95%	4/231	3/233	2/233	0/232	0/234	1/236	0/235	0/236	1/236	0/237	1/245	1/242	0/243	0/243
	8.23	Router Connectivity – Critical Small Locations	99.95%	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0
	8.24	Router Connectivity – Small and managed router locations	99.70%	18/1170	7/1167	12/1162	2/1162	3/1156	1/1149	1/1144	2/1137	4/1137	2/1127	0/1125	4/1126	9/1119	5/1120
	8.31	LAN Connectivity – Large Locations	99.70%	0/14	0/15	1/15	1/16	0/21	1/16	1/16	0/16	1/16	0/17	1/17	2/18	2/17	1/17

Note A: No Instances during the reporting interval

Per Event Legend

Red - < 80 %   Yellow - 80% - 90 %   Green - 90% - 100%

Fail/Total

5

SLA Summary – Per Event

Tower	SLA #	Measure	SLA Target	2010							2011						
				June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul.
Network	8.32	LAN Connectivity – Medium Locations	99.70%	0/231	6/232	6/232	3/232	2/234	2/236	5/235	3/236	1/236	1/237	3/245	6/242	4/243	9/243
	8.33	LAN Connectivity – Critical Small Locations	99.70%	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0
	8.34	LAN Connectivity – Small Locations	99.70%	0/818	3/813	3/813	1/813	0/807	1/800	1/795	2/788	0/788	5/778	6/776	5/775	8/768	4/768
	8.41	VPN – Remote End User Connection	99.70%	100%	100%	100%	100%	100%	100%	100%	100%	99.9%	100%	100%	100%	100%	100%
	8.51	Network Transit Delay	< 80ms RTD within 98%	99%	98%	98%	99%	98%	98%	99%	99%	98%	99%	99%	99%	99%	99%
	8.52	Packet Delivery Loss	<= .05% Data Loss within 95%	94%	90%	90%	50%	44%	92%	56%	45%	44%	39%	33%	36%	37%	9%
Voice & Video	9.11	Voice & Video- Availability All Locations	99.9%	0/54	0/54	0/54	0/54	0/19	0/21	0/21	0/21	0/21	0/23	0/25	0/31	1/33	0/33
	9.21	Jitter –(Real Time Class of Services)	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	95%	95%	100%	100%	100%

Per Event Legend

Red - < 80 % | Yellow - 80% - 90 % | Green - 90% - 100%

Fail/Total

6